

**Nebraska Information Technology Commission**

**Project Proposal Form**

**New or Additional State Funding Requests  
for Information Technology Projects**

**FY2003-05 Biennium**

<b>Project Title</b>	<b>Server Operating System Replacement</b>
<b>Agency/Entity</b>	<b>Health and Human Services System</b>

**Project Proposal Form  
FY2003-05 Biennium****Section I: General Information**

Project Title	Server Operating System Replacement
Agency (or entity)	Health and Human Services System

Contact Information for this Project:

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**Section II: Executive Summary**

This project addresses the Health and Human Services Systems (HHSS) IT Technology Plan goal of maintaining a stable, responsive, dependable Local Area Network Server architecture. The project includes the acquisition and installation of a new server operating system required to replace the current NTserver operating systems that will be technically obsolete as of June 30, 2003.

This project supports the Agency's staff and ultimate mission of helping people live better lives through effective health and human services. The replacement of the server operating systems across the HHSS supports intra-agency collaboration, communication and cooperation and security. It continues the operation of a common information technology platform upon which staff can depend and one that enables them to securely connect to HHSS information technology resources and other networks.

This project also supports the NITC (Nebraska Information Technology Commission) goal of aggregating demand, reducing acquisition and operational costs and creating support networks.

**Section III: Goals, Objectives, and Projected Outcomes (15 Points)**

1. Describe the project, including:
  - Specific goals and objectives;
  - Expected beneficiaries of the project; and
  - Expected outcomes.

**Migrate the HHSS production environment Servers to Windows2000 Server or Win.Net Server operating system**

We are currently operating and maintaining 350 Local Area Network Servers running on the Windows NT Server operating system. Our technology infrastructure goal of operating and maintaining stable, responsive, dependable secure Local Area Networks mandates that we stay current with Local Area Network server architectures and technology.

The beneficiaries of the project are all of the staff of HHSS requiring computer access to all of the HHSS Local Area Networks to accomplish their jobs. Server operations support staff will benefit from the new operating system features. It will enable the implementation of Active Directory functions targeted at reducing the amount of time required to perform LAN Resource maintenance and configuration activities.

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The overall outcome will be the migration from an technically obsolete Server Operating System to a technically supportable HHSS LAN Server Operations architecture that will continue to provide a stable, reliable, secure and responsive platform for HHSS production and development operations.

2. Describe the measurement and assessment methods that will verify that the project outcomes have been achieved.

All HHSS Production and Development servers are operational on the new server operating system.

3. Describe the project's relationship to your agency comprehensive information technology plan.

This project is included in the HHSS Comprehensive IT Plan in the Technology renewal section.

**Section IV: Project Justification / Business Case (25 Points)**

4. Provide the project justification in terms of tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers).

All HHSS staff are dependent on the HHSS Local Area Network Servers to accomplish their jobs. These systems have a high reliability expectation. Any one of the systems that is not functional for one day may cost the HHSS \$800 to \$32,000 in lost productivity time. We operate 350 servers. If only 5% were not operational the cost could reach \$512,000 per day. We are currently operating These servers using the WindowsNT server operating system.. The WindowsNT server operating system has been in use since 1996. Microsoft has declared the NT operating system as unsupportable after and obsolete as of June 30, 2003 . . Third party software suppliers are developing for the Windows2000 and Windows XP operating systems and will not certify their new software will operate at all on WindowsNT operating systems after that time. Remaining on the NT server operating system will put the HHSS technical environment in a high risk operational context. Reliability and computability with current technology will not be assured and future requirements in the area of security will be severely compromised.

5. Describe other solutions that were evaluated, including their strengths and weaknesses, and why they were rejected. Explain the implications of doing nothing and why this option is not acceptable.

There is no other solution but to replace the obsolete server operating systems. The risk of not being able to support the HHSS mission critical networks and applications will increase every day. We do not know when a software supplier will send out a change to currently operating software to provide for increased security or functionality that we cannot accommodate. If this occurs we will be in a crisis situation that will not be immediately resolvable. We will be operating a business on obsolete technology with no guarantees of continued operation.

6. If the project is the result of a state or federal mandate, please specify the mandate being addressed.

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**Section V: Technical Impact (20 Points)**

7. Describe how the project enhances, changes or replaces present technology systems, or implements a new technology system. Describe the technical elements of the project, including hardware, software, and communications requirements. Describe the strengths and weaknesses of the proposed solution.

The Project replaces obsolete unsupported server operating systems that are depended upon to support the critical daily business functions of the Health and Human Services System. Replacement will continue the security, operational stability and responsiveness to change we require to stay in business. Delay will result in an erosion of security, exponential decrease in stability and increase our inability to accommodate new technological products that would benefit our mission. Delay will also have a negative impact on technical staff time required for daily maintenance and operations. The HHSS is currently operating server hardware that will accommodate the operating system upgrade. Although this hardware is over three years old we do not anticipate other than normal break/fix replacement activities during this period.

8. Address the following issues with respect to the proposed technology:
- Describe the reliability, security and scalability (future needs for growth or adaptation) of the technology.

This effort will result in a continuation of reliability and stability in performance of our Local Area Network Servers. The upgraded operating system should serve us through the year 2005.

- Address conformity with applicable NITC technical standards and guidelines (available at <http://www.nitc.state.ne.us/standards/>) and generally accepted industry standards.

Industry Standards recommend that operating systems software over 2 major releases old be upgraded or replaced. WindowsNT Server is 2 major releases old.

- Address the compatibility with existing institutional and/or statewide infrastructure.

This effort will enable the operational IT technology supporting the Health and Human Services System to continue desired compatibility with other state or external entities.

**Section VI: Preliminary Plan for Implementation (10 Points)**

9. Describe the preliminary plans for implementing the project. Identify project sponsor(s) and examine stakeholder acceptance. Describe the project team, including their roles, responsibilities, and experience.

All tasks will be managed as a single project. The project will have 2 phases. Phase 1 will extend over a period of 9 months beginning with January 1, 2004 and ending September 1, 2004 and upgrade all secondary servers. Phase 2 will begin November 1, 2004 and end June 30, 2005 upgrading all domain controllers. The project is being managed and supported top down with the direction and approval of the HHSS policy cabinet, Information System and Technology Administrators, managers and staff. The project team principally consists of Staff of the division of Information Systems and Technology.

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10. List the major milestones and/or deliverables and provide a timeline for completing each.

Pre-conversion planning meetings  
Site surveys  
Evaluation of readiness  
Scheduling conversion  
Implementation of conversion Phase I  
Active Directory Planning  
Site surveys  
Implementation of conversion Phase II  
Post conversion follow-up

11. Describe the training and staff development requirements.

The project will be done with existing staff. Training requirements are specific for Server operations technical staff and will be accomplished by a combination of formal training and on the job experience.

12. Describe the ongoing support requirements.

Normal on-going operating system operational support.

**Section VII: Risk Assessment (10 Points)**

13. Describe possible barriers and risks related to the project and the relative importance of each.

Barriers would include:   Insufficient funding  
  Lack of staff resources

Risks would include:       Loss of critical project staff  
  Loss of Funding  
  Delays in equipment and software acquisition

14. Identify strategies which have been developed to minimize risks.

Tight project planning, tracking and control  
Project timelines less than 12 months  
Technically Qualified project staffing  
Top down buy-in  
Significant metrics available for decision making and proper planning

## 15. Financial Information

- Cost of the purchase of Windows2000 Server licenses: \$ 260,750.  
No staffing in addition to permanent HHSS technical staff will be required.  
No additional Hardware will be required.

- Instructions:** Double click on the Microsoft Excel icon below. An imbedded Excel spreadsheet will be launched. Input the appropriate financial information. Close the spreadsheet. The information you entered will automatically be saved with this document. If you want to review or revise the financial information, repeat the process just described.



Excel Spreadsheet  
(Double-click)



- An itemized list of hardware and software.

- If new FTE positions are included in the request, please provide a breakdown by position, including separate totals for salary and fringe benefits.
- Provide any on-going operation and replacement costs not included above, including funding source if known.
- Provide a breakdown of all non-state funding sources and funds provided per source.

Purchase 350 Windows2000 server operating system licenses.	\$ 130,375 Fed Funds
	\$ 130,375 State Funds

- Funding request for this project can be found in Agencies budget request under:  
26-63-07 program 341

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Section VIII: Financial Analysis and Budget

(Revise dates as necessary for your request.)

	Estimated Prior Expended	Request for FY2003-04 (Year 1)	Request for FY2004-05 (Year 2)	Request for FY2005-06 (Year 3)	Request for FY2006-07 (Year 4)	Future	Total
1. Personnel Costs							\$ -
2. Contractual Services							
2.1 Design							\$ -
2.2 Programming							\$ -
2.3 Project Management							\$ -
2.4 Other							\$ -
3. Supplies and Materials							\$ -
4. Telecommunications							\$ -
5. Training							\$ -
6. Travel							\$ -
7. Other Operating Costs							\$ -
8. Capital Expenditures							
8.1 Hardware							\$ -
8.2 Software		\$ 130,375.00	\$ 130,375.00				\$ 260,750.00
8.3 Network							\$ -
8.4 Other							\$ -
<b>TOTAL COSTS</b>	\$ -	\$ 130,375.00	\$ 130,375.00	\$ -	\$ -	\$ -	\$ 260,750.00
General Funds	\$ -	\$ 65,187.50	\$ 65,187.50	\$ -			\$ 130,375.00
Cash Funds							\$ -
Federal Funds	\$ -	\$ 65,187.50	\$ 65,187.50	\$ -			\$ 130,375.00
Revolving Funds							\$ -
Other Funds							\$ -
<b>TOTAL FUNDS</b>	\$ -	\$ 130,375.00	\$ 130,375.00	\$ -	\$ -	\$ -	\$ 260,750.00